ABSTRACT

The invention generally relates to a method, apparatus, and system capable of changing the voice user interface of the system based upon user-specific contextual information. The voice processing system consists of at least the following components: a module to identify a particular user; a voice user interface to facilitate communications between the user and the system; a database to store content and user-specific contextual information; and the system to use the user-specific contextual information to dynamically make changes to the voice user interface.